Release Notes

Tenrox 2014 R2 Service Pack 5
November 2014

Tenrox by Upland Software

US & Canada: 1-877-4Tenrox
                   1-877-483-6769
UK & Europe: 44 (0) 845 888 0999
Australasia: 61 3 9867 7905

info@tenrox.com | www.tenrox.com | www.uplandsoftware.com

Glossary of Terms

Term	Description
AmEX	American Express
BUG	Prefix of a Bug reference number
CBug	Prefix of a Hot fix reference number
CWP	Collaboration Workforce Planning
EXI	Prefix of an Enhancement reference number
G/L account	General Leger Account
GP	Great Plains Application
HSLA	Hosting Service Level Agreement
MSP	Microsoft Project
OBS	Organization Breakdown Structure
OLAP	Online Analytical Processing
PO	Purchase Order
QB	QuickBooks Application
R2	Tenrox Release 2
Ref:	Internal Reference number
Service Pack	Collection of updates, fixes or minor enhancements to a software application delivered in the form of a single installable package.
SP	Service Pack
Tenrox	Tenrox Web application
TMobile	Tenrox Mobile Applications
TPP	Tenrox Project Plan
UDF	User-Defined Field
User	Tenrox end user
WBS	Work Breakdown Structure
WIP	Work-In-Process

About this Document

This document contains information about what's new and resolved as of Tenrox 2014 R2 Service Pack 5.

Tenrox Technical Support

Tenrox Technical Support is a team of Application Support Analysts trained to use, configure, and troubleshoot Tenrox applications in your specific enterprise environment. If you have any questions, you can reach us by:

- Calling 877-483-6769, option 2 (toll-free)
- Sending an email to support@tenrox.com

Tenrox Software License Agreement

The Tenrox Software license agreement was reviewed and accepted during the installation procedure of this software in your environment. Copyright © 2014 Tenrox. All rights reserved. You may not photocopy or share this document with any other party without express written permission from Tenrox.

For additional information, please contact Tenrox at:

- Corporate site: www.uplandsoftware.com
                   www.tenrox.com
- Sales email: sales@tenrox.com
- Customer care: customercare@psteering.com

Table of Contents

Introduction

Upland Software is pleased to announce the release of:

Tenrox 2014 R2 Service Pack 5

Upgrade process: *Tenrox 2014 R2 SP5* installation is performed by Tenrox during the maintenance hours established in the HSLA. For additional information regarding the HSLA, please refer to:

http://www.tenrox.com/en/legal/hostingsla.htm

Resolved issues

This section lists resolved issues included in Tenrox 2014 R2 SP5.

Expenses

CBug000822 & CBug001251	**Cannot open a document with special character after uploading it to the Expense Report.**

Cannot open an attached document who's name contains special characters (e.g. #) after uploading the file to an Expense Report or Expense Entry. The issue was also happening when attempting to view the Receipt from the View All Receipts and Preview All attachments screens. The issue was resolved for the special character # and the system disallowed uploading files with "&", "+" and "%".

CBug000933	**Error occurs when accessing Expense Report.**

When the system contained a very large number of Tax Details, a "subscript out of range error" error occurred when opening an Expense Entry. The issue was resolved.

CBug000986	**Using the Expense Work View, tax calculations on some values could result in an extra penny being added to the gross amount.**

Using the Expense Work View, tax calculations on some values could result in an extra penny being added to the gross amount. This was due to a number rounding issue. The issue was resolved.

CBug001118	**The gross amount is unexpectedly changed when changing the Expense Item for the Expense Entry.**

The gross amount is unexpectedly changed when changing the Expense Item for the Expense Entry. The issue was resolved.

Integrations

CBug000831 & CBug001247	**In the CRM Microsoft Online integration, some fields were not mapped to Tenrox correctly.**

Client Email Address, Client Owner, Project Manager, Contact Address Line 2 were not mapped from CRM Microsoft Online to Tenrox correctly. The issue was resolved.

CBug001027   **In the CRM Microsoft Online integration, all Projects were imported and exported every time the automation service ran.**

Projects are synchronized to Tenrox every time the automation service runs. The issue was resolved by preventing Projects to be updated if the KPI values are zero. The issue is resolved.

CBug001160   **In the CRM Salesforce integration, Projects are not imported to Tenrox.**

Projects are not imported to Tenrox when integrating with Salesforce due to corrupted data in the integration mapping. The issue was resolved.

Mobility

CBug000942   **Error occurs when accessing the "My Timesheet" on the Mobile Application.**

Error "String was not recognized as a valid Date Time" occurs when accessing the My Timesheet on the Mobile Application. The issue was resolved.

Project Central

CBug001083   **Error message appears when clicking Back from the Project Work Plan and Project Team tabs.**

Error message "Invalid JSON primitive: 2." occurs when clicking Back from the Project Work Plan and Project Team tabs. The issue was resolved.

Reporting & OLAP

CBug000919   **Error occurs when attempting to view an application Report for the Expense Report.**

Error message "You do not have the required permission. Access Denied" was showing when previewing an Expense Application Report for a Report with a filename containing special character. The issue was resolved.

CBug001052   **Failed to create OLAP catalog.**

Special characters were not properly handled in some OLAP views. It failed to differentiate strings such as *développement* & *developpement* from one another causing the OLAP catalog creation to fail. The issue was resolved.

CBug001199   **Failed to create OLAP catalog.**

Multiple Sites with the same City value caused OLAP catalog to fail. The issue was resolved.

CBug001063   **When emailing the Invoice Report via PDF attachment to the Client contact, the Report was rendering in multiple pages.**

When posting the Invoice and emailing the Invoice Report via PDF attachment to the Client Contact, the Report was showing in multiple pages. The issue was resolved.

CBug001094   **Some date columns were not sorted correctly in the Capacity Forecasting Report.**

Some date columns were not sorted correctly in the Capacity Forecasting Report. The issue was resolved.

CBug001112   **Ad-Hoc Report filters using the wildcard ("%") don't return expected results.**

Ad-Hoc Report filters using the wildcard ("%") don't return expected results. The issue was resolved.

CBug001121   **When previewing MSRS Reports, a report section was hidden.**

When previewing MSTS Reports, a report section was hidden. The issue was resolved.

CBug001135   **Custom RDLC reports containing parameters not used in out-of-box Tenrox Reports produced an error when previewed.**

Custom RDLC reports containing parameters not used in out-of-box Tenrox Reports produced an error when previewed. The issue was resolved.

CBug001145 &
CBug001190

The Late Timesheet Report doubles the Time Entry values.

The Late Timesheet report doubles the Time Entry values. The issue was resolved.

CBug001155

The Billable Utilization Report shows inaccurate data and the columns are out of order.

The Billable Utilization Report shows inaccurate data and the columns are out of order. The issue was resolved.

CBug001198

Error occurs when clicking on a single-select Business Unit RDLC report parameter

Error "Object reference not set to an instance of an object" occurs when clicking on a single-select Business Unit RDLC report parameter. The issue was resolved.

CBug001234

Error occurs when previewing Project Time Details with notes report when Projects with very long names exist.

Error "A data source instance has not been supplied for the data source 'ProjectTimeDetailswithNotes_MSRS_TIMEPROJNOTDET'." occurs when previewing Project Time Details with notes report when Projects with very long names exist. The issue was resolved.

Resource Management (formerly CWP)

CBug000976

Decommissioned Users were showing in the Group Work Plan while they shouldn't.

Decommissioned Users were showing in the Group Work Plan while they shouldn't. The issue was resolved.

CBug001099

When replacing Role by a resource in the Work Plan, the booking hours were added incorrectly.

When replacing Role by a resource in the Work Plan, the booking hours were added incorrectly. The issue was resolved.

CBug001127

When using the Month View to modify Bookings for Resources in Resource Scheduling, the Booking is not saved correctly in months which don't have 30 days.

When using the Month View to modify Bookings for Resources in

Resource Scheduling, the Booking is not saved correctly in the months which don't have 30 days. The issue was resolved.

CBug001147   **The confirmation to delete future Bookings when suspending or decommissioning a User appeared regardless of whether or not future Bookings existed.**

The confirmation to delete future Bookings when suspending or decommissioning a User appeared regardless of whether or not future Bookings existed. The issue was resolved.

Setup & Performance

CBug000086   **Under some circumstances, Billing Rules deletion performance was excessively slow.**

Under certain conditions, the deletion of Billing Rules was taking too long to be processed. Optimizations on the deletion process have been made and the issue was resolved.

CBug000650   **There was a performance issue in the automation service when having lots of data to be processed.**

There was a performance issue for the automation service when having lots of data to be processed. The issue was resolved.

CBug000953   **Audit Trail was disabled when Time Management Security licenses were not present.**

Audit Trail was disabled because Time Management Security licenses were not present. The issue was resolved.

CBug001009   **Unable to modify Overtime hours from the Overtime Policy on the User level.**

Unable to modify Overtime hours from the Overtime Policy on the User level. The issue was resolved.

CBug001021   **Unable to delete a calendar for a User.**

Unable to delete a calendar for a User. The issue was resolved.

CBug001056   **When updating the User Defined Fields on the Role, they were not saved successfully.**

When updating the User Defined Fields on the Role, they were not saved successfully. The issue was resolved.

CBug001124   **Unable to create or delete a Milestone when the User has both create and delete security permissions for the Project.**

Unable to create or delete a Milestone when the User has both create and delete security permissions for the Project. The issue was resolved.

CBug001142   **Unable to create a Tiered a Billing Rule with decimal values.**

Unable to create a Tiered Billing Rule with decimal values. The issue was resolved.

CBug001150   **Financial Planner was showing incorrect grand total.**

Financial Planner was showing incorrect grand total when having manual forecast labor values and actual values in the grid. The issue was resolved.

CBug001188   **Can't update the state of Milestone under dashboard while the User has security permissions do modify Milestones.**

Can't update the state of Milestone under dashboard while the User has security permissions do modify Milestones. The issue was resolved.

CBug001197   **Error occurs when accessing the home page.**

Error "Server Error in '/TEnterprise' Application." occurs when accessing the home page. The issue was resolved.

CBug001271   **Can't set an end date for a Billing Rule association.**

Can't set an end date for a Billing Rule association. The issue was resolved.

CBug001272   **Error occurs when importing Project Budgets.**

Error "Server Error in '/TEnterprise' Application." occurs when importing Project Budgets if the file being imported contained specially formatted date values. The issue was resolved.

CBug001279   **Error occurs when accessing "Calendar" from Project Report Status.**

Error "Incorrect syntax near 'Inc'" occurs when accessing "Calendar" from Project Report Status if the Company Name contained a single quote. The issue was resolved.

Financials

CBug001122   **Billable Time entries and Expense entries amount are not shown correctly in the invoice detailed tabs and summary tab.**

Billable Time entries and Expense entries amount are not shown correctly in the invoice detailed tabs and summary tab. The issue was resolved.

Tenrox Project Plan (TPP)

CBug001108   **Task names are not updated correctly in Tenrox application when changed and published from TPP.**

Task names are not updated correctly in Tenrox application when changed and published from TPP. The issue was resolved.

CBug001114   **Error message prevents the Project to be published from TPP to Tenrox.**

Error message prevents the Project to be published from TPP to Tenrox. The issue was resolved.

CBug001128   **TPP crashes when opening a Project with lots of resource assignments (1000+).**

TPP crashes when opening a Project with lots of assignments (1000+). The issue was resolved.

CBug001148   **Assignments are not shown in TPP after saving the Project to XML file.**

Assignments are not shown in TPP after saving the Project to XML file. The issue was resolved.

CBug001157 &   **Error occurs when publishing a Project from TPP to Tenrox.**
CBug001194
Error "FormatException - Input string was not in a correct format." Occurs when publishing Project from TPP. The issue was resolved.

CBug001183   **Changing the start date for a Task doesn't change the start date of the predecessor Task.**

Changing the start date for a Task doesn't change the start date of the predecessor Task. The issue was resolved.

CBug001215   **TPP crashes when clicking on replace icon when the Project has lots of Assignments (1000+).**

TPP crashes when clicking on replace icon when the Project has lots of Assignments (1000+). The issue was resolved.

CBug001218   **Error occurs when publishing a Project.**

Error "The Unearned Revenue Account cannot be updated since it is referenced in a non-posted Invoice." occurs when publishing a Project. The issue was resolved.

CBug001308   **TPP roles are replaced after saving the project as enterprise Project.**

TPP roles are replaced after saving the project as enterprise Project. The issue was resolved.

Timesheet

CBug000864   **For some Users an error message was showing when entering non-working Time Entries.**

For some Users an error message "The Time Entry date cannot be before the Assignment Start Date or after the Assignment End Date. Please select a different date." was showing when entering non-working Time Entries. The issue was resolved.

CBug000973   **Overtime hours was incorrectly calculated for weekly rule.**

Overtime hours was incorrectly calculated for the weekly rule. The issue was resolved.

CBug001050   **The Timesheet State was not shown in the Timesheet Manager for some Users.**

The Timesheet State was not shown in the Timesheet Manager for some Users. The issue was resolved.

CBug001074   **Error message always appears when hovering over the Timesheet entries after adding a Note for a Time entry without saving it.**

Error message "Do you want to discard the changes?" always appears when hovering over the Timesheet entries after adding a Note for a Time entry without saving it. The issue was resolved.

CBug001152   **Error message "You can't log time for more than X months in the past" occurs when adding time entries while the user should be able to add Time Entries X months in the past.**

Error message "You can't log time for more than X months" occurs when adding time entries while the user should be able to add Time Entries X months in the past. The issue was resolved.

CBug001175   **User is unable to submit the Timesheet due to minimum weekly rule error while hire date is in the middle of the week.**

User is unable to submit the Timesheet due to minimum weekly rule while hire date is in the middle of the week. The issue was resolved.

CBug001232   **Error occurs when calculating the rated amount of an Adjustment when adding a negative Adjustment which exactly matches the total amount of existing Time Entries.**

Error "Divide by Zero" occurs when calculating the rated amount of an Adjustment when adding a negative Adjustment which exactly matches the total amount of existing Time Entries. The issue was resolved.

Work Processes

CBug001193   **Modifications to the value of a Currency type User Defined Field in Work Processes Entries are not saved when the currency format has been overridden.**

Modifications to the value of a Currency type User Defined Field in Work Processes Entries are not saved when the currency format has been overridden. The issue was resolved.